

Inmate Telephone Calls

807.1 GENERAL

All employees shall make every effort to ensure that all inmates have equal and adequate access to telephones.

Inmate access to telephones shall be consistent with existing law.

807.2 TELEPHONES

Inmates will be allowed free phone calls, upon request, in compliance with Sections 810 and 976 PC.

Individuals who are known to have, or are perceived by others as having, hearing or speech impairments shall be provided access to the appropriate telecommunication device which will facilitate communication. Such devices may include but are not limited to videophones, teletypewriters, or third-party communications assistance. An individual's access to telephone communications shall not be withdrawn unless doing so is required to uphold the safety and security of the facility.

Inmates assigned to protective custody will be provided the same telephone privileges as those available to the general population. Telephone privileges for those in the general population will be available on a daily basis.

Cordless phones have been placed on the level three mod as well as Medical. The cordless phones operate in the same manner as those in any inmate housing unit.

Correctional Deputies should use their judgment in allowing cordless phone access to those inmates, which may cause damage to the cordless phones. Whenever possible, those inmates should use the hard mounted phones located in the pod.

If an inmate requests to use the phone the prowler may offer the cordless phone to the inmate for use inside the inmates' cell. A reasonable amount of time should be afforded to the inmate for use of the telephone inside his cell. The cordless phone may be used at any time throughout the day or night.

If an inmate is in Pro-Per Status, it is the responsibility of the inmate to notify Shasta County Jail personnel of such status by providing the documentation afforded by the court system. A Pro-Per inmate should be provided more latitude for phone calls involving their case. The Pro-Per inmate shall request phone time for legal calls on an inmate request form given to their prowler. All calls will be collect, outgoing only, and must be placed in the pod unless granted otherwise by court order. Pro-Per inmate privileges shall be approved as soon as practicable.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

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807.3 INMATE WELL-BEING AND RECEIVING PHONE CALLS FROM OUTSIDE SOURCES

The purpose of this policy is to promote better communication between the well being of the inmates, the public, and the staff within the jail to include the contracted medical provider.

When staff receives information about an in-custody inmate in regard to a medical or security issue, they shall document the name of the inmate, a brief synopsis of the information given, and the contact information of the person who provided the information.

Staff shall immediately notify the Watch Commander. The Watch Commander or their designee shall investigate and take the appropriate action within a reasonable amount of time. When the investigation is complete, it shall be documented in an incident report if necessary.